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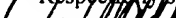
**EXPRESS MAIL MAILING LABEL 101 EL692233521US**

<b>UTILITY PATENT APPLICATION TRANSMITTAL</b> (Only for new nonprovisional applications under 37 CFR 1.53(b))	Attorney Docket No.	LLY-004
	First Named Inventor	Lilly
	Title	SYSTEM AND METHOD FOR DETERMINING AND REDUCING CUSTOMER SERVICE IMPACT

APPLICATION ELEMENTS		ADDRESS TO: <b>Box Patent Application</b> <b>Assistant Commissioner for Patents</b> <b>Washington, D.C. 20231</b>	
1. <input type="checkbox"/> Fee Transmittal Form <b>[NO FEE SUBMITTED AT THIS TIME]</b>	<b>ACCOMPANYING APPLICATION PARTS</b>		
2. <input checked="" type="checkbox"/> Specification and Drawings [Total Pages 26] 18 - Written Description - ( pages) 7 - Claims - ( pages) 1 - Abstract - ( page) 20 - Sheets of Drawings - ( sheets) <input checked="" type="checkbox"/> Formal <input type="checkbox"/> Informal	7. <input type="checkbox"/> 37 CFR 3.73(b) Statement (when there is an assignee) <input type="checkbox"/> Power of Attorney	<div style="writing-mode: vertical-rl; transform: rotate(180deg);">           JCE006 U.S. PAT. 09/690566         </div>	
3. <input type="checkbox"/> Oath or Declaration [Total Pages ] a. <input type="checkbox"/> Newly executed (original) b. <input type="checkbox"/> Copy from a prior application (37 CFR 1.63(d)) <i>(for continuation/divisional with Box 17 completed)</i> <i>[Note Box 4 below]</i>	8. <input type="checkbox"/> English Translation Document <i>(if applicable)</i>		
4. <input type="checkbox"/> Incorporation by Reference (usable if Box 3b is checked) The entire Disclosure of the prior application, from which a copy of the oath or declaration is supplied under Box 3b, is considered as being part of the disclosure of the accompanying application and is hereby incorporated by reference therein.	9. <input type="checkbox"/> Information Disclosure Statement (IDS)/PTO-1449 <input type="checkbox"/> Copies of IDS Citations		
5. <input type="checkbox"/> Microfiche Computer Program <i>(Appendix)</i>	10. <input type="checkbox"/> Preliminary Amendment <input type="checkbox"/> Drawings [Total Sheets ] <input type="checkbox"/> Letter to Official Draftsperson Including Drawings [Total Pages ]	11. <input checked="" type="checkbox"/> Return Receipt Postcard	
6. <input type="checkbox"/> Nucleotide and/or Amino Acid Sequence Submission <input type="checkbox"/> Computer Readable Copy <input type="checkbox"/> Paper Copy (identical to computer copy) <input type="checkbox"/> Statement verifying identity of above copies	12. <input type="checkbox"/> Small Entity Statement(s) <input type="checkbox"/> Statements filed in prior application, (Status still proper and desired)	13. <input type="checkbox"/> Certified Copy of Priority Document(s)	
	14. <input type="checkbox"/> Deletion of Inventor(s) Signed statement attached deleting inventor(s) named in the prior application.		
	15. <input checked="" type="checkbox"/> Patent Application Data Entry Form		
	16. <input checked="" type="checkbox"/> Transmittal of Formal Drawings (1 pg.)		

17. ☒ If a **CONTINUING APPLICATION**, check appropriate box and supply the requisite information:  
Continuation-in-Part (CIP) of prior application Serial No. 09/421,834, filed on October 20, 1999, and is a Continuation-in-Part of prior application Serial No. 09/593,336, filed on June 14, 2000, which is a Continuation of prior application Serial No. 09/065,932, filed on April 24, 1998, now U.S. Patent No. 6,088,626, which is a Continuation of prior application Serial No. 08/250,179, filed on May 27, 1994, now U.S. Patent No. 5,787,000.

18. ☒ **Priority - 35 U.S.C. 119**  
☒ Priority of application Serial Nos. 60/105,129 filed on October 21, 1998 and 60/160,447 filed on October 19, 1999 in the U.S. Patent and Trademark Office is claimed under 35 U.S.C. 119.  
☐ The certified copy has been filed in prior U.S. application Serial No. \_\_\_\_/\_\_\_\_ on \_\_\_\_.  
☐ The certified copy will follow.

CORRESPONDENCE ADDRESS	SIGNATURE BLOCK
Direct all correspondence to: Patent Administrator Testa, Hurwitz & Thibault, LLP High Street Tower 125 High Street Boston, MA 02110 Tel. No.: (617) 248-7000 Fax No.: (617) 248-7100	<div data-bbox="1118 1646 1292 1663" data-label="Text">Respectfully submitted,</div> <div data-bbox="1118 1663 1292 1680" data-label="Text"></div> <div data-bbox="823 1690 1065 1698" data-label="Text">Date: October 17, 2000</div> <div data-bbox="823 1701 998 1709" data-label="Text">Reg. No. 41,059</div> <div data-bbox="823 1711 1078 1719" data-label="Text">Tel. No.: (617) 248-7176</div> <div data-bbox="823 1724 1078 1732" data-label="Text">Fax No.: (617) 248-7100</div> <div data-bbox="1118 1680 1292 1688" data-label="Text">Ira V. Herfan</div> <div data-bbox="1118 1690 1292 1698" data-label="Text">Attorney for Applicants</div> <div data-bbox="1118 1701 1292 1709" data-label="Text">Testa, Hurwitz &amp; Thibault, LLP</div> <div data-bbox="1118 1711 1292 1719" data-label="Text">High Street Tower</div> <div data-bbox="1118 1724 1292 1732" data-label="Text">125 High Street</div> <div data-bbox="1118 1734 1292 1743" data-label="Text">Boston, MA 02110</div>

5125/17.1090305-1

EXPRESS MAIL LABEL NO. EL692233521US

PATENT  
Attorney Docket No. LLY-004

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

APPLICANT: Lilly  
SERIAL NO.: Not Yet Assigned GROUP NO.: Not Yet Assigned  
FILING DATE: Herewith EXAMINER: Not Yet Assigned  
TITLE: SYSTEM AND METHOD FOR DETERMINING AND  
REDUCING CUSTOMER SERVICE IMPACT

Assistant Commissioner for Patents  
Washington, D.C. 20231

**TRANSMITTAL OF FORMAL DRAWINGS**

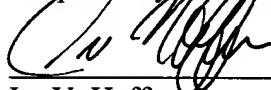
Sir:

The formal drawings for this application - Number of Sheets - Twenty (20).

Date: October 17, 2000  
Reg. No. 41,059

Tel. No.: (617) 248-7176  
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Respectfully submitted,



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09690596-10100